

EFFECTIVE DATE: August 1, 1980REVISION DATES: January 23, 1984 October 11, 1988SUBJECT: AUTOMATED INFORMATION PROCESSING POLICIES AND PROCEDURES1. PURPOSE:

This Administrative Directive establishes the policy framework through which all automated information processing services to the various City Departments shall be administered, and outlines the procedures for providing these services.

2. RESPONSIBILITY:

- A. Organizational responsibility for all automated information processing services provided City Departments is placed with the Information Resources Department.
- B. The Information Resources Department, in conjunction with the Department of Purchasing and General Services, has the responsibility for development of specifications for both hardware and software procured by the City.
- C. Each City department shall develop an Information Plan for that department. The "Information Plan" is a document that clearly specifies the following:
 - a.) The organization's information needs.
 - b.) How the information volumes will change over time.
 - c.) When the information is required and in what format.
 - d.) The relationships that exist between different classes of information; and
 - e.) A priority ranking of the classes of information.

Responsibility for developing the Plan rests with the department head assisted by key managers of the department with assistance from resources such as those of the Information Resources Department or through the services of a management consultant hired for that purpose. All of the departmental plans will be reviewed to identify overlap in information needs and consolidated into a city-wide Long Range Information Plan.

- D. Each Department is responsible for communicating their automated information processing needs to the Department of Information Resources during the Annual Long Range Information Systems Planning Cycle. Form IRD 1 (Attachment 1) in conformance with the Departmental Information Plan will be used for this purpose. Department Directors should be cognizant of the fact that implementation of any computer system is a joint effort and usually will require significant participation by personnel in their Department.

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- E. The Information Resources Department is responsible for the development of a Long Range Information Systems Plan that reflects the proposed application of automated information processing resources for the ensuing three (3) year period. It shall be published annually and include, as a separate addendum, a Strategic Information Processing Plan describing the application of automated information processing resources for the next City fiscal year. The Information Systems Plan will also:
- a.) Define the Information System Strategy which is a statement of the technical infrastructure that has been selected in support of a particular Departmental Information Plan;
 - b.) Will define specific hardware and software selected to execute the Information System Strategy in conformance with the city-wide Long Range Information Plan;
 - c.) Will contain a definition of the departmental computers that are appropriate for each department; and
 - d.) Will define the development environment of application development and the information retrieval tools to be provided.
- F. Budgeting of automated information processing resources is to be accomplished using established budgetary procedures in conjunction with the Long Range Information Systems Plan, the city-wide Long Range Information Plan and Budget & Research Department strategies approved by the City Manager.
- G. This directive establishes the Information Resources Steering Group (IRSG) as a replacement to the System Development Review Committee provided for in earlier versions of this directive. The Group which will meet at least once monthly will be composed of eight members plus the Director, Information Resources, who will serve as Chairman. Group members, two appointed by each of the Assistant City Managers, will be of the rank of department director, assistant directors, or senior department manager. The Group will be responsible for:
- a.) Recommending to the City Manager the relative priorities for projects to be included in the Strategic Information Processing Plan;
 - b.) Reviewing periodic updates to the city-wide Long Range Information Plan made necessary by changing operational requirements of City departments; and

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2. RESPONSIBILITY: (Cont'd)

- c.) In conjunction with the Information Resources Department, developing and maintaining microcomputer information processing policies, procedures, and standards which will insure the integrity, privacy, and security of the City's data resource and information network (see A.D. 7.2, Microcomputer Policies and Procedures);
- d.) Reviewing progress of approved projects against Plan; and
- e.) Approving and disapproving new projects.
- H. An Information Resources Committee is also established. It will be composed of the Assistant City Managers and the Director of the Information Resources Department. The primary responsibility of the Committee is to insure that decisions of the Information Resources Steering Group (IRSG) are consistent with City policy and, when requested, to serve as an appeals board to the decision of the IRSG.
- I. The Information Resources Department will establish a Data Administration function which will include responsibility for the promulgation and administration of policies, procedures and standards which will ensure the integrity, privacy and security of the City's data resource.

3. DEVELOPMENT OF INFORMATION SYSTEMS:

A. Policy

The Information Resources Department will utilize "appropriate" system development methodologies. Departments, however, should realize that the analysis, design and implementation of quality information systems can be a lengthy process and may involve the expenditure of considerable resources, all of which must be planned for and budgeted. Consequently, Departments should examine their long range departmental information plans, identify their automated information processing needs and keep the Information Resources Department informed of those needs and of any changes. It is imperative that Departments participate in the Annual Information Systems Planning Cycle.

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3. DEVELOPMENT OF INFORMATION SYSTEMS: (Cont'd)

All feasibility studies, system development or major system enhancements must be included in the Long Range Information Systems Plan before any action is taken toward implementation. If the Plan does not include a system, the Plan must be modified before work can commence. This will require considerable justification for developing the system immediately rather than including it in the next Long Range Information Systems Plan.

B. Information Systems Planning Cycle

The Information Resources Department will begin developing the Long Range Information Systems Plan in January of each year. In connection with the Departmental Long Range Information Plan all known requirements for hardware and software should be submitted on Form IRD 1 (see Attachment 1) to the Information Resources Department prior to February 1 in order to be included in the Plan.

The draft Plan will be available for review and comments by Departments prior to submission to the Information Resources Steering Group. Departments may appeal project selection and priority to the Director of Information Resources during this period.

The draft Plan will be submitted to the Group for review and approval concurrently with the deadline for submission of baseline Budget Requests. Departmental appeals which have previously been denied by the Director of Information Resources will be submitted to the Group and heard during this time.

The Annual Processing Plan as recommended by the Information Resources Steering Group will be submitted to the City Manager for approval concurrently with the deadline for submission of proposed and mandated Program Change Budgets.

Program change budgets for projects included in the first fiscal year of the Plan are not required since the Information Resources Department will advise the Budget & Research Department the amount of monies required to fund the list of projects recommended for development by the Information Resources Steering Group.

4. REQUESTS FOR NON-SCHEDULED SERVICES:

- A. All requests for performance of Information Processing Services or for hardware acquisition not scheduled in the Plan must be made on Form IRD 2 (see Attachment 2). Additional attachments may be

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4. REQUESTS FOR NON-SCHEDULED SERVICES: (Cont'd)

included for clarity, documentation, justification, etc. Work will not commence until the service is actually requested by the User Department.

- B. Requests must bear the signature of the Department Head or his/her designee as approving authority.
- C. Requests should bear a realistic "NEEDED BY" date and an explanation of the deadline. Requests which have no date will be processed last. Those "as soon as possible" requests will be interpreted to mean "as soon as possible given the existing priorities for Information Resources Department resource commitment to other projects WITH needed dates".
- D. Requests will be submitted to the Information Resources Department's Planning/Administration Division.
- E. Cost estimates and an estimation of the ability to meet the "Needed by" date will be developed and returned to the Department if requested.

5. END USER COMPUTING:

- A. The Information Resources Department will provide "user friendly" software products to assist Departments in satisfying their ad-hoc report requirements and other information needs. These products will be available through the Information Resources Department's Education Center and at terminals within the User Departments.
- B. Access to these products will be granted to end users on terminals in the User Department as long as application production system response time is not adversely affected and after satisfying the requirements for data system integrity, privacy and security as established by the Data Administrator and outlined in A.D. 7.8, Security, Privacy and Confidentiality of Data.
- C. As a minimum security requirement, end users will be excluded from access to Information Resources Department libraries and production data files for which they do not have specific written permission from the owner of the data.
- D. End user developed programs will not be allowed to update production data files.

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5. END USER COMPUTING: (Cont'd)

- E. Training and assistance for using those products will be available through the Education Center. Since the tools are designed for use by non-programming staff, each User Department will be responsible for its own training after the initial training has been supplied.

6. OFFICE AUTOMATION:

- A. The Information Resources Department will obtain cost effective, appropriate office automation tools for use by City Departments. These tools include, but are not limited to, items such as word processors and financial spreadsheet packages. These products will be available through the Information Resources Department's Education Center and at terminals within the User Departments.
- B. Training and assistance for using those products will be available through the Education Center and from selected administrative staff within the Information Resources Department. After initial training has been supplied, each User Department is responsible for the training of additional staff members who use the office automation tools.

7. DEFINITIONS:


- A. APPLICATION SOFTWARE - Computer program(s) which perform a business function or work for an end user.
- B. END USER - Anyone who actually uses the products or services provided by the Information Resources Department and who is not an employee of the Information Resources Department. This includes consultants or any other agent of a User Department.
- C. FEASIBILITY STUDY - A preliminary investigation conducted to determine the probable characteristics, impact and suitability of implementing an automated information processing system.
- D. HARDWARE - The physical equipment used to automatically process information. Hardware includes but is not limited to general or special purpose computers, word processors, computer terminals, microcomputers, and telecommunications equipment.
- E. "INFORMATION" - Is the result of manipulating data into a useful format. For example, a column of numbers is data, the total at the bottom of the column is information.


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7. DEFINITIONS: (Cont'd)

- F. INFORMATION NEEDS - Is that class of information which is required to insure that a department, or the City, will successfully achieve its mission. For example, the fire department includes in its Information Needs the need to know how to get to a fire.
- G. PRODUCTION DATA - The data contained on computer storage devices and used in a developed and implemented system.
- H. RESOURCES - The hardware, software, staff and data managed by the City departments.
- I. SOFTWARE - Computer programs concerned with the operation of an information processing system. (c.f. hardware).
- J. SYSTEM - A set of computer programs operating on common data to form an organized whole and to accomplish a set of specific functions.
- K. SYSTEM DEVELOPMENT - The creation or acquisition of application software to perform new functions or eliminate obsolete functions for a user.
- L. SYSTEM ENHANCEMENT - The modification of existing applications software to perform new functions or eliminate obsolete functions. Generally handled in the same manner as System Development.
- M. SYSTEM MAINTENANCE - the modification of existing applications software which is necessary to solve system problems and which does not include the performance of new functions or the elimination of obsolete functions.
- N. SYSTEM SOFTWARE - Computer programs which provide an environment for application programs and other general purpose software not classified as application software.
- O. USER DEPARTMENT - Any Department of the City of San Antonio or any other Agency, Entity or Organization using the services of the Information Resources Department.

APPROVED:


FRANK A. STROMBOE, Director
Information Resources Department


LOUIS J. FOX, City Manager
City Manager's Office

CITY OF SAN ANTONIO
INFORMATION RESOURCES DEPARTMENT
REQUEST FOR SERVICE

REQUESTING DEPARTMENT/DIVISION/AGENCY	DATE REQUESTED	DATE REQUIRED
SUBJECT:		PROJECT NUMBER (Assigned by IRD)
DESCRIPTION OF REQUEST:		
ATTACHMENTS: <input type="checkbox"/> YES <input type="checkbox"/> NO		
OTHER DEPARTMENTS INVOLVED:		COST ESTIMATE REQUIRED <input type="checkbox"/> YES <input type="checkbox"/> NO
PERSON TO CONTACT:	TITLE	PHONE NUMBER
AUTHORIZED SIGNATURE:	TITLE	PHONE NUMBER
INFORMATION RESOURCES DEPARTMENT ACTION		
ASSIGNED TO:	WORK GROUP	CHARGEABLE ACCOUNT
Information Services Manager Planning		Date

CITY OF SAN ANTONIO
LONG RANGE INFORMATION SYSTEMS
PLANNING REQUEST FORM
PART I

SR#

A. Project Title: _____

Department: _____ Div: _____ Sec: _____ Activity: _____

Internal Department Priority: _____ Fund # (if not fund 11): _____

B. General Description of the Business Problem:

C. Procedures Currently in Use:

Annual Cost \$

Number and Type Personnel

Number and Type Equipment

Volume and Transactions Associated

D. Justification: (check one)

Mandated Change _____

Cost Reduction _____

Other _____

Explain: _____

Operating Productivity Improvement _____

Capital Productivity Improvement _____

E. Explain any internal factors impacting the business problem, including location of equipment needed:

F. Explain any external factors impacting the business problem:

G. If this business problem cannot be solved by automated data processing, what are alternative solutions?

Any associated PCB's (non-data processing) anticipated? _____

H. Staff member to contact for additional information:

Name: _____ Title: _____

Phone: _____

I. Signature of Department Head: _____

Date: _____